



**New Hampshire State Library
Annual Report FY 2003**

The mission of the New Hampshire State Library is to:

- ***Promote excellence in libraries and library services to all New Hampshireites;***
- ***Assist libraries and the people of New Hampshire with rapid access to library and informational resources through the development and coordination of a statewide library/information system;***
- ***Meet the informational needs of New Hampshire state, county, and municipal governments and its libraries; and***
- ***Serve as a resource center on New Hampshire***

New Hampshire State Library History

The present state library building is constructed of New Hampshire granite and is one of a complex of buildings comprising the center of state government in Concord. Flanked by shrubs, it bears the name of the state in Latin on its facade. Aptly titled, it serves all branches of state government as well as all citizens of the state.

The NH State Library is generally considered to be the oldest such institution in the United States. In colonial times, the British government sent over its statutory commands in great folios that were preserved, and moved about as the seat of government changed from one place to another. In 1777 Congress passed a resolution recommending "the several states order their statute laws and the additions that may be made thereto to be sent to Congress and to each of the states together with all discoveries and improvements in the arts of war made in such states respectively." Thus the library was established to serve the legislature, a tradition that continues today.

When the present capitol was completed at Concord, in 1819, the books owned by the State were allotted to a room. The public documents of the United States, then small in number, had been added to the laws and journals of the Province and State, and volume one of the New Hampshire court reports was just appearing from the press. Four years later, the Legislature of 1823 authorized and appropriated \$100 annually to the Governor, requesting the "purchase [of] such books for the enlargement of the state library as he may think proper." An act of 1826 provided for the purchase of "one copy of the Journal of the Senate and House of Representatives for each session since the adoption of the present constitution."

By 1828 the modest accommodations were outgrown and the north side of the State House was made into a library. In 1833 the first regular librarian was appointed to serve during sessions of the Legislature. In 1846 the Secretary of State was made librarian ex officio and the first catalog was printed.

1866 marked the establishment by Legislative Act of the State Library as a separate department with a librarian, a Board of Trustees, and rooms on the West Side of the capitol. As the mission of the library expanded to include service to the public as well as the legislature, by 1889 the library had once again outgrown its space and the legislature made plans for a separate building to house the State Library and Supreme Court. The building was dedicated in January of 1895 and the two institutions were housed here until 1973, when the Supreme Court moved to its current location on Noble Drive.

With the enactment of legislation in 1985 the State Library was administratively attached to the department of Cultural Resources. The rationale is written into the law thus: "Combining state government functions of collecting, cataloguing, and making available all manner of books and other information; encouraging and assisting the development of the arts; and preserving historical, archaeological, architectural, and cultural heritage, is intended to enhance and strengthen the role of cultural arms of state government," (Title I, Chapter 21-K: 1).

Sources:

<http://www.gencourt.state.nh.us/rsa/html/indexes/default.html>

<http://www.state.nh.us/nhsl/nhslhistory.html>
State Library Reports, 1895-1904

New Hampshire State Library Dedication, 1895

...from the State Librarian:

In the past year the New Hampshire State Library continued a tradition of quality service to the people and libraries of our state by maintaining our traditional role while instituting new programs and procedures to keep up with our changing world.

We take pride in the upkeep of our building and the role it plays in state and public life. New furniture was installed in the lobby late last summer, making the entry more attractive. The Library & Archives of NH's Political Tradition generously funded purchase of the furniture. Work on the fire suppression system continued and we were one of ten state buildings awarded funding for an energy efficiency upgrade from the Governor & Council in September of '02.

The library saw many visitors for our regular services and special programs. In October, as part of the Department's cultural exchange agreement, we hosted a delegation from Quebec and mounted an exhibit about the history of Quebec City from the Quebec Ministry of International Relations in conjunction. A group of Fourth grade visitors attended a Proclamation and story reading by Governor Shaheen as part of Children's Book Week in November. An exhibit on the work of WPA artists Herbert Waters and Nathaniel Burwash was displayed in the spring. Funded by PSNH in association with the State Council on Arts, this was an opportunity to frame and share some valuable pieces of the state library's permanent collection. April was busy with Poetry; Poetry and Politics came to the Political Library, where Poets Laureate Grace Paley of Vermont and Larry Woiwode of North Dakota treated listeners to readings. The Poetry Society also hosted an evening reading as part of their poetry month activities.

Work is ongoing in the preservation of our collection as we implement the grant received last year from the National Endowment for the Humanities. In addition to archival supplies, this money was used for staff training both here at the library and at Northeast Document Conservation Center in Andover, MA.

Service to the library community remains a focus, with state, and federal, and grant funding supporting this effort. The year saw the

distribution of Gates Foundation computers to libraries awarded grants last year. LSTA monies funded continuing education for librarians, the state library van service and statewide database licensing. Proceeds from NH's Conservation Heritage License Plate Program, also known as "Moose Plate" funds, have been earmarked for artifact preservation and conservation. The application went online in June and we look forward to putting this money to the work of supporting New Hampshire's cultural heritage.

Technology updates took place in a number of areas; at this writing the New Hampshire Union Public Access Catalog is up and running, with the first records being loaded in October and trainings for librarians ongoing. New databases have been implemented, expanding the wealth of general interest, genealogical, health, and research information, encyclopedias, and full text periodical and newspaper articles available to citizens via the World Wide Web.

QuestionPoint, a program to respond to, track, and manage reference questions from patrons via the Web, was installed in March and went live in late June. The state library's online catalog is under replacement, with work on retro-conversion of bibliographic records slated to happen in the near future.

I'm pleased to report that we have established a Center for the Book, opening another avenue of service to the citizens of our state. Our application for affiliation was approved in December of 2002, and we hosted a grand opening reception, with John Cole from the National Center for the Book at the Library of Congress attending, in May. A number of projects have been identified and a web site established for the Center.

In this report you will find more about these developments, including reports and statistics from each department of the library, and pictures of some of the year's highlights. It is a pleasure to serve the people of New Hampshire as state librarian, and I look forward to another productive year.

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Staff News

- **Ten-year pins** were awarded to *Kira Smith* and *Sherry Ober*.
- *Eleanor O'Donnell* received her **thirty five-year pin**, accompanied by a poem from Mike.
- *Heather Miller* longtime substitute Van Driver for the North Country officially filled that position permanently and *Donna DuSell* was hired as a Program Assistant II in the administration section.

Committees

Committees play an important role in the life of the State Library. Supervisors and staff are active on a number of levels. There are three types of committees highlighted in the following section. The first are **Statutory Committees**; they are written into New Hampshire law to advise the State Librarian, next are **the in-house and inter-department** committees that deal with policy and issues facing the library and the department. The third category consists of **committees with public members**, who interact with library staff to plan, establish and promote programs administered by the State Library. It should be noted that many staff members also are active in outside groups working to promote reading, literacy, learning and libraries. You will find information about these activities in the sections submitted by the participants.

Statutory Committees:

201-A:3 State Library Advisory Council – “The state library advisory council shall consist of 19 members. The state library advisory council shall meet at least quarterly and at such other times as it deems necessary, in order to advise the state librarian and the commissioner of the department of cultural resources on matters pertaining to the state library or other library issues.”

201-A:24 New Hampshire Automated Information Systems Board “There is hereby established the New Hampshire automated information systems board... The board shall advise the state librarian and the commissioner on statewide policies, coordinate activities of the regional systems, and engage in long-range planning.”

201-A:27 "Webster" Advisory Board. – “There is hereby established a board to advise the state librarian and to study the future direction of "Webster," the state of New Hampshire's automated information system Internet site.”

State Library/DCR In House Committees

Collection Development Committee – *Makes decisions about expansion of collection based on state library policy and book budget*

Weeding Committee: *Evaluates and culls current collection in keeping with state library policy*

Customer Service Committee – *Explores ways to improve library service*

Exhibit Committee – *Plans and executes exhibits showcasing the Department's collection*

Furniture Committee – *Assesses furniture needs and options with regard to form, function and cost*

LSTA Grant Committee – *Reviews grant applications and awards funding*

Preservation Committee – *Evaluates preservation needs and options-submits grant proposals for assistance*

Safety Committee – *Addresses issues of public & employee safety within the Department's three facilities*

Automation - *Assesses automation needs with regard to hardware, software, and policies*

Telecommuting - *Develops & reviews telecommuting policy for the NH Dept. of Cultural Resources*

Horizon Implementation Committee - *Advises Technical Services on the implementation of the Dynix cataloging system*

NHSL Committees with Public Membership:

Children's Historical Collection *Oversees the changes in scope of this collection.*

Web Committee *To evaluate and restructure the Department's Web Site*

International IMPAC The Dublin Literary Award Nomination Committee

Kids, Books & the Arts - *Reviews grants and awards funding to artists who perform at summer reading programs.*

Center for the Book Advisory Board: *Advises the State Librarian regarding policies and activities of the Center.*

LSTA

The Library Services and Technology Act (LSTA) grant program implemented in 1997 is the second federal grant program in 35 years established to help libraries improve services to their patrons. The Institute of Museum and Library Services (IMLS) is a Federal agency that administers LSTA and promotes leadership, innovation, and a lifetime of learning by supporting the nation's 15,000 museums and 122,000 libraries. The Institute encourages partnerships to expand the educational benefit of libraries and museums. A general description of LSTA can be found at http://www.ims.gov/grants/library/lib_gsla.asp.

Here in New Hampshire:

The New Hampshire State Library created a five-year plan in 1997 to guide the use of LSTA funds. In 2002 the State Library completed an evaluation of LSTA usage in New Hampshire for the years 1997-2002. The State Library's evaluation of its five-year Plan revealed that statewide LSTA initiatives have had great impact. LSTA funds have been used statewide to leverage and share scarce resources for the benefit of all 1,250,000 residents. The New Hampshire State Library has implemented and achieved most of its five year plan with a discipline focused on providing resources and access to technology and information sources to all libraries and residents in the state. The New Hampshire State Library has enabled local libraries and school libraries to participate in 21st century information resources. An evaluation of the plan's success can be found online at <http://www.state.nh.us/nhsl/grants2000final.html>

In October of 2002 the NH State Library submitted a five-year plan to IMLS for 2002-2007. The plan met with IMLS approval; a copy can be found online at: <http://www.state.nh.us/nhsl/nhlac/20022007.html> In preparation for the development of this plan, the state library conducted four focus groups throughout the state during 2001. The goal of the groups was to study the needs of library users and what library services would address those needs. Issues were discussed involving all types of libraries. As a result of the needs identified in its strategic planning activities in 2000 and the findings of the evaluation of its first five-year plan in 2001, the state library has identified six broad "strategic directions" in its second five-year plan as a foundation to guide its work:

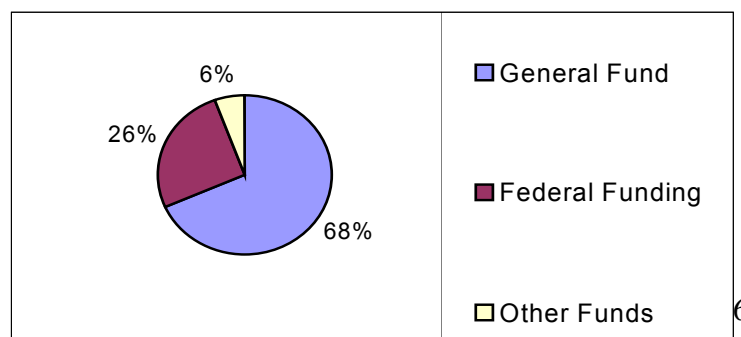
1. Access, training and education in new technologies
2. Improvements to the Statewide Interlibrary Loan network supported by automation and statewide delivery service
3. Preservation of New Hampshire's cultural and historic heritage
4. Improve literacy through public libraries with the promotion and advocacy of early childhood literacy
5. Greater access to library services for people who have difficulty using a library and who live in rural communities.
6. Stimulating innovation and adding value to local library services

During fiscal year 2003 LSTA funds were dedicated to covering the costs of statewide services and activities administered through the State Library. For more information on these services see the pages referenced in this report:

- NHewLink, database licensing project (*see page*)
- Interlibrary Loan delivery services (*see page*)
- Administration of the NHUPAC (*see page*)
- Maintenance of Webster, NH's state government Web-site (*see page*)
- Preservation of state library documents (*see page*)
- The Center for the Book (*see page*)
- Library Services to Persons with Disabilities (*see page*)
- Library Development Services (*see page*)
- Library Education (*see page*)
- Web enabled data collection of public library statistics (*see page*)

Expenditures

General Fund (State Revenue).....	2,237,837.77
Federal Funding	856,921.05
Other Funds (Includes NH Dept of Education and NH Dept. of Health & Human Service)s	183,087.31
Total	3,227,846.13



The Building

Energy efficiency upgrade - In September of 2002, the state library was one of 10 state buildings that received funding approval from Governor and Council for an efficiency upgrade. An energy management system was installed, with all controls for heat, water, lights, etc. connected to a computer that will shut down systems when buildings are unoccupied, etc. We received new water saving fixtures for all water closets, incandescent light bulbs were replaced with florescent bulbs and new heat traps were installed in radiators.

Sprinkler System - Installation of the fire suppression system was ongoing on the East side of the building. The piping, smoke doors and control panel are in place and the system fully charged and operational. We are currently awaiting a computer chip for the alarm panel to complete the project. Funding to extend the system to the West side of the building was unavailable due to budget constraints.

The State Library Collection

Preservation - The New Hampshire State Library is the oldest of its kind in the nation. Approximately 14% of the library's paper-based holdings were printed before 1900. Older holdings include 7,800 titles printed before 1850, 48 published before 1700 and 2 pre-1500 books. As stewards of this collection, it falls to us to protect and preserve these items. Stacks are completely cleaned twice per year and rebinding of fragile books is ongoing.

The state library was awarded a \$5,000.00 Preservation Assistance grant from the National Endowment for the Humanities in August of 2002. The funds were used to conduct a preservation survey of the building and collections and provide preservation training for staff. Millie O'Connell from the Northeast Document Conservation Center completed the survey in December 2002. This 48-page document looks at the scope and condition of the collection, the threats to materials inherent in our available physical storage and our disaster preparedness situation. The findings of this study became the basis for a preservation plan and were addressed in the staff training session which took place the following May. Additionally, Janet Eklund attended a five-part course on managing preservation offered by the Northeast Document Conservation Center in Andover, MA.

LSTA monies continue to support preservation projects. This year funds were used to microfilm 16 newspaper titles, two of which were printed in 1895. A year's worth of 7 periodical titles were bound and supplies were purchased to house the correspondence (circa 1890-1898) of Josiah Whittier, then secretary to the NH Board of Library Commissioners.

Our collection was enhanced with the return of one of architect Richard W. Rummell's original interior renderings of the State Library, as it appeared in 1895 (see front cover). This pen and ink drawing with blue wash, or chalk, is part of a set of three, two of which were already in our possession. Through the use of Conservation License Plate money, the new drawing was cleaned and de-acidified and all three items mounted using archival matting and encased in Victorian era frames using conservation clear glass. The original drawings were temporarily displayed in the main lobby.

Next year Moose Plate money will be redistributed. At this writing, plans are underway to offer grants for the conservation and preservation of historical documents and artifacts to public organizations. The state library has determined guidelines, prepared an application and appointed a panel to review requests.

Gates Computer Initiative

Computers from the Bill & Melinda Gates Foundation were delivered to 34 public libraries in October. The cumulative award of \$428,088.00 also included software, accessories, training, and one year of technical support.

As part of this program, the Gates Foundation awarded \$35,000.00 to the Hooksett Public Library for a computer-training lab. The state library supported Hooksett's application for the lab, which consists of 11 Gates Library Computers, a laser printer and a projector. The lab will be available for use by the public when not in use for training purposes.

Center for the Book

New Hampshire's application to establish a Center for the Book was approved by the Library of Congress in December of 2002. Since that time an advisory board has been established and plans are underway for a number of literary activities. The Center for the Book at the New Hampshire State Library will serve as an umbrella and clearinghouse for the state's literary community, initially focusing on promoting and expanding existing programs.

A Web-site was built to serve the literary community with information about upcoming events, Center for the Book programs and links to literary/literacy organizations and programs. The home page can be found at: www.state.nh.us/nhsl/bookcenter

In May of 2003 librarians, booksellers, publishers and citizens gathered to celebrate the grand opening of the Center for the Book. Speakers included John Cole from the Library of Congress, NH Poet Laureate Marie Harris, journalist John Harrigan, author Tomie DePaola, and writer and humorist Rebbecca Rule. In preparation for the event a favorite book survey was sent to libraries across the state and the results tabulated by the State Library. The top ten favorite books of New Hampshire readers are posted on our Web-site.

Thanks to a grant from the Institute of Museum and Library Services a NH Author's Room will be established at the NHSL by the Center for the Book in 2004. A space adjacent to the Genealogy Room has been selected to become the NH Author's Room and basic furnishings have been ordered.

Events

September 2002 - Librarians' Annual Visit to Washington: On Thursday September 19th fifty-five New Hampshire librarians traveled to Washington, D.C. for a visit and lunch with Congressman Charles Bass. The State Library, along with public, school, and academic libraries were represented. The group arrived at the steps of the Capitol for a photo opportunity with the Congressman, then went on to tour the National Botanical Gardens. Congressman Bass provided lunch at his office and made himself available to speak with individuals.



October 2002 - Québec Delegation Visit: The New Hampshire State Library was very pleased to host five delegates from Québec as part of the Department of Cultural Resources' exchange. A total of fourteen visitors from various cultural organizations took part. Library visitors engaged in a number of specific activities including a visit to the NH State Archives, the Bedford Public Library, UNH's Dimond Library, the Portsmouth Public Library, the Wentworth Coolidge House in Portsmouth, the Franco-American Center in Manchester, and Manchester West Side Branch Library. A reception was held in honor of the visit in the genealogy room and over one-hundred people attended. An exhibit entitled "Quebec City a Capitol Story" was shipped from Canada and displayed in the map gallery in conjunction with the exchange.



Quebec exchange visit reception, October 10, 2002



Governor Shaheen reads to students in honor of Kids Book Week, November 18, 2002

November 2002 - Children's Book Week: In honor of this annual event, the state library hosted a group of fourth graders, who were treated to a story read by Governor Shaheen. A proclamation declaring the importance of reading was read by the Governor and presented to Ann Hoey.

April 2003 - Artists At Work Exhibit: Through the generous support of Public Service of New Hampshire and coordination efforts by the NH State Council on Arts, an exhibit of the works of WPA artists Nathaniel Burwash and Herbert Waters was mounted and displayed in the Map Gallery. The exhibit was dismantled in June, following a legislative reception and luncheon, and sent to PSNH for display in their corporate headquarters.

April 2003 - Poetry Month: The state library recognized poetry month a couple of ways this year. We played a role in the Poetry and Politics event by lending coordination support to the New Hampshire Writer's Project and by hosting a public reading in the Political Library. We also opened up the library for a Saturday evening reading hosted by the Poetry Society of New Hampshire.



Legislative Luncheon "Artists at Work" Exhibit



Poets Laureate Grace Paley of VT and Larry Woiwode of ND are introduced by Commissioner McLeod as part of Poetry & Politics day of public readings, April 25, 2003.

Reference and Information Services Section

Submitted by John J. McCormick

REFERENCE SERVICES

Overall the number of questions decreased by 2% from 13,175 in FY02 to 12,906 in FY03. The general reference questions increased by 0.75 % while the genealogy questions decreased by 15% from 2305 in FY02 to 1951 in FY03. This may be due in part to the winter weather, which was colder with more snow than previous years.

As the figures below indicate, there were decreases in how questions were received in all categories with the exception of e-mail which increased 26% and now represents 31% of all questions received.

How Generated	# of Questions	% of Category	% Change from FY02
Walk-in	4344	34%	(- 9%)
Telephone	4421	34%	(-11%)
Mail	92	1%	(-52%)
E-mail	4049	31%	26%

In March, the State Library subscribed to QuestionPoint a virtual reference service provided by OCLC and the Library of Congress. In June this replaced our own e-mail form. It collects statistics, and creates "knowledge base" of answers to requests for information. The reference librarians have also begun using the chat feature of this software. Charles Shipman is responsible for the implementation and use of QuestionPoint.

CIRCULATION

Circulation decreased by 9% in FY 03. Decrease in loaning materials to libraries accounted for most of the decrease, while there was an 11% decrease in material loaned to individuals and 6% increase in lending to out of state libraries. The decrease in materials loaned to libraries may have been caused by the switch over to the new Dynix state union catalog from Galaxy. The change over itself may have caused some of the decrease and the fact that holdings are now listed in random order. This may have solved the problem of libraries in the first part of the alphabet receiving an undue number of requests but it no longer allows libraries to place the NH State Library at the top of their lending string. As a result, the State Library may be receiving fewer requests in the future.

Category	# of Titles FY03	% of Category	#of Titles FY02	% Change
Total	9351	100%	10,305	(-9 %)
Type of Borrower				
State Employees	844	9%	994	(-15 %)
Legislators	60	2 %	30	100 %
Libraries	3,211	34 %	4,607	(-30 %)
Individuals	4,594	49%	4,125	11 %
Out of State Libraries	604	6 %	549	10%

Books (7099) represent 76% of the circulation, videos (2108) 23% and Miscellaneous (144) 1%.

INTERLIBRARY LOAN

The number of materials loaned decreased by 26% to 4051 and the number of items borrowed increased by 49% from 270 in FY02 to 403 in FY03.

USE OF THE COLLECTION

The use of the collection as measured by the number of items retrieved from the stacks increased by 20% from 13,481 to 16,286.

To obtain a better estimate of the number of books and other materials being used in the library, starting in January, the Pages began to also count the number of items returned to the stacks. This included not only items returned to the general stacks but also items reshelfed in the Reference Room, NH Room and Government Reference Room (LS).

Just for the six-month period, 23,721 items were reshelfed. This very large increase (compared to the annual figure of 16,286 items retrieved from the stacks) is due primarily to counting the number of books and microfiche reshelfed in the NH Room. In FY04, the statistics on reshelfing will be broken down into categories – Ref, LS, G, BV, FV and General Collection.

ARTICLE EXPRESS

The number of requests received through Article Express decreased from 847 to 293. This was due primarily to a decrease in use by school libraries (from 735 to 172).

BOOK BAG

Multiple copies of 354 titles were borrowed from the Book Bag program. This represents an increase of 22% (from 288 to 354).

EQUIPMENT

There was also a decrease in the use of the equipment with an 18% decrease in use of microform reader printers (from 2388 to 1950) and a 10% decrease in the use of Public Access PCs (from 1913 to 1723).

VAN DELIVERY SERVICE

In the Fall of 2002, all the van delivery routes were reviewed. The last review had been conducted over three years ago. Since that time, there has been an increase in the use of the service by some libraries.

The 2002 Interlibrary Loan (ILL) statistics of public libraries receiving van service were used to determine the total number of annual ILL transactions (number of books borrowed plus the number of books loaned) for each library. In addition, the results of a survey done by van drivers in one week in April, 2002 were also examined. Based on these statistics, some basic benchmarks were established to help determine how many stops a library should receive each week. These benchmarks are listed below.

# of Annual ILL Transactions	# of Van Stops
Less than 300	0 – use a drop off library
300-799	1
800-1,499	2
1500-2,999	3
3,000 and more	4

The other major factors used to determine the number of stops a library receives each week are the geographic location, the number of stops that other libraries receive in the same area and available NH State Library staff to provide the service.

Using the benchmarks and the other factors, 46 additional stops were added to the van service routes. Six libraries who had been using drop off libraries are now receiving direct van service, 20 libraries had their stops increased from 1 to 2, 14 libraries had their stops increased from 2 to 3, and 6 libraries had their stops increased from 3 to 4. As the table below illustrates, a large majority of these libraries reside in the southeast van region (Hillsborough and Rockingham counties) because these libraries account for a large number of the ILL transactions.

Region	# of Additional Stops	# of Annual ILL Transactions	% of ILL Transactions
Southeast	27	65,709	45%
Southwest	11	35,912	24%
Lakes Region	5	19,019	13%
North County	3	17,200	12%
Capital District	0	9,078	6%
Total		146,918	100%

The State Library did not add any new drivers to handle the increase of 46 additional stops a week. Jarod Reinhardt, who drove only two full day routes and two $\frac{3}{4}$ day routes is driving five full day routes. Also, when necessary, Circulation staff at the State Library will be assisting the van drivers in the sorting of materials on their return from the route. This will allow the van drivers to spend more time on the road.

It was not possible to meet each library's needs as they are reflected in the established benchmarks. Some libraries qualified for a higher number of stops per week but are not scheduled for that many stops because of their geographic location and/or because surrounding libraries do not qualify for the same number of stops.

At the same time, some public libraries do not meet the present benchmark figures in total interlibrary loan transactions to qualify for the number of stops that they are presently receiving. However, at the present time, these libraries will not lose a stop. The ILL transactions will be reviewed again in 2004. Libraries that presently do not meet the benchmark figures may want to review the ILL service they provide their patrons with the purpose of increasing the number of their annual ILL transactions.

It should be noted that a majority of libraries are not receiving an increase in the number of stops. However, all libraries should experience some increase in service. Books borrowed from or loaned to a library that did receive an additional stop should be received and returned faster than they are now.

The goal of the State Library's van delivery service is to provide next day service from Monday through Friday – the lending library sends a book on the van service on Monday, the borrowing library would receive it on Tuesday. To meet this goal two things must happen: libraries must increase their ILL transactions to justify the service and funds must be allocated to pay for the increase in service. If the ILL transactions are increased, the funding may follow.

PUBLICATIONS AND WEB PAGES

Issues and Trends – a newsletter which highlights resources on state issues which are available at the State Library. Edited by David Sturges, five issues are published each year and sent to all members of the New Hampshire House and Senate.

New Hampshire Index – an index to New Hampshire newspaper and periodical articles on state issues, culture and history. This was made available on the web this year. Zelda Moore is the editor.

Library Laws – Compilation of state laws that affect libraries. An update is issued each year. Zelda Moore is the editor.

Indexes to NH Session Laws and the House and Senate Journals – Narrative subject indexes are compiled by Jane Lyman and are included in the bound volumes of these publications.

NH Library Jobline – Lists library positions that are available in New Hampshire on the State Library's web site. Updated weekly, it is maintained by David Sturges.

NH Newspapers on the Internet – Lists New Hampshire newspapers that are available on the Internet, and provides a description of the information that is provided by each newspaper and how to access it. This web site appears on Webster. It is maintained by David Sturges.

eBook Project – This Web page accessed from the State Library web site provides information about eBooks, and eBook reading devices via links to variety of commercial and library web sites. Maintained by David Sturges with contributions from John McCormick.

New Web Pages - The following web pages were added this year to the NH State Library's web site. They are listed under the Reference & Information Services Section web page (<http://www.nh.gov/nhsl/refinfo/index.html>). They provide information about specific services and instructions on how to use them. Diana DeCota of the Reference Support Unit is responsible for adding most of these pages to the web.

Article Express

Book Bag Program

Van Delivery

FURNITURE

The Library & Archives of New Hampshire's Political Tradition paid for all this furniture at an approximate cost of \$35,000. This is just the first step in replacing all the furniture in the public area on the first floor. Additional funds will be requested in the next biennial budget and from the Political Library.

In the Political Library Room, four tables, eight chairs, a coffee table and four easy chairs were added. The furniture is the color of "Autumn Oak," and the laminate top of the tables is "forest green. In addition to the furniture, a carpet (dark green and red) was installed in this room.



The new Circulation and Reference Desks are also a wood finish of Autumn Oak. The Laminate top is black speckled with flecks of gray/white in a matte finish (similar to the carpet). A bookcase (4' long and 42" high) was placed at the north end of the Reference Desk, perpendicular to it. A bookcase (3' long and 6' high) replaced the current bookcase located in the 3' insert on the west wall.

EQUIPMENT

Five new PCs replaced 5 public access PCs. Two of the new PCs were dedicated to be used for the new OPAC which will be available sometime in the Fall of 2003 and other electronic resources (e.g. EbscoHost, Union Leader, Readers Guide Retrospective, etc.). Three will be used for general Internet access by the public.

In addition, a new PC provided by the Gates Foundation was installed in the NH Room.

Workshops

The following is a list of workshops conducted by staff of the section.

eBook Workshop – September 27, 2003
David Sturges and John McCormick

Ancestry. ComWorkshop – Zelda Moore
September 11, 2002, Conway
March 10, 2003, Derry
May 19, 2003, Warner
May 28, 2003, NH State Library

Library Literature Online Database
October 23, 2002 – David Sturges

New Hampshire Newspapers Online
October 10 and December 11, 2002 David Sturges

QuestionPoint
May 19, 2003 Charles Shipman
presentation at NELINET Annual Meeting,

Continuing Education

The following is a list of continuing education activities that were attended by staff members.

Stanley Arthur:

Defensive Driving Course (4/16/03)

Barbara Carpenter:

ILL training on new NHU-PAC (10/24/02)

Searching the New NHU-PAC (10/24/02)

Preservation Workshop (5/19/03)

Debora DeCota:

ILL training on new NHU-PAC (10/24/02)

Searching the New NHU-PAC (11/26/02)

Preservation Workshop (5/19/03)

Circ Training on Dynix (6/11/03)

Diana DeCota:

ILL training on new NHU-PAC (10/24/02)

NHU-PAC Copy Catalog Training (10/24/02)

Searching the New NHU-PAC (10/24/02)

MindLeaders Online Courses on HTML via OCLC

Jane Lyman:

Searching on new NHU-PAC (10/24/02)

American Factfinder Census workshop

John McCormick:

ILL training on new NHU-PAC (10/24/02)

NHU-PAC Copy Catalog Training (10/24/02)

Searching the New NHU-PAC (11/26/02)

Information Today Conference, NYC (5/6-8/03)

Preservation Workshop (5/19/03)

Ruby Matott:

Searching on new NHU-PAC (10/24/02)

ILL training on new NHU-PAC (11/26/02)

Preservation Workshop (5/19/03)

Circ Training on Dynix (6/11/03)

Zelda Moore:

Local Records Collection and Access, NH

Historical Society

Searching on new NHU-PAC (10/24/02)

Privacy and Patriot Act workshop, Manchester, (1/15/03)

I-Pac Training on Dynix (6/12/03)

NARA Workshop on Naturalization and

Immigration Records, Waltham, MA (6/17/03)

Debora Rialland:

ILL training on new NHU-PAC (10/24/02)

Searching the New NHU-PAC (11/26/02)

NEDCC Book Repair Workshop (4/3/02)

Preservation Workshop (5/19/03)

Jarod Reinhard:

Defensive Driving Course (4/16/03)

Charles Shipman:

NyLink Virtual Reference Conference, NYC (10/9/02)

ILL training on new NHU-PAC (10/24/02)

Searching the New NHU-PAC (11/26/02)

Circ Training on Dynix (6/11/03)

I-Pac Training on Dynix (6/12/03)

David Sturges:

ILL training on new NHU-PAC (10/24/02)

NHU-PAC Copy Catalog Training (10/24/02)

Searching the New NHU-PAC (10/24/02)

Privacy and Patriot Act workshop, Manchester, (1/15/03)

Gates Foundation Workshops, Seattle, 02/5-7/03)

Preservation Workshop (5/19/03)

Circ Training on Dynix (6/11/03)

I-Pac Training on Dynix (6/12/03)

Jim Weatherbee:

Defensive Driving Course (4/16/03)

Jill Witham:

Searching on new NHU-PAC (10/24/02)

ILL training on new NHU-PAC (11/26/02)

Preservation Workshop (5/19/03)

LIBRARY SERVICES TO PERSONS WITH DISABILITIES

Submitted by Donna Gilbreth

I. OVERVIEW

Our section serves the reading needs of New Hampshire's print disabled population. All residents (children and adults) who cannot read regular print due to physical disabilities are eligible for our services. We fulfill this mission by lending recorded books on cassette with a playback machine; described videos; and large print books (via public libraries); and by providing related support services.

II. STAFF AND EQUIPMENT

This fiscal year has been a stable one as far as staffing needs. There have been no changes in our staff of 4.8 full-time employees. Our staff numbers are below the ALA recommended staffing quota for talking book libraries (6 or 7 employees). This year I explored the possibility of making our part-time position full-time, but it is not feasible presently. I am currently pursuing a request to upgrade the same position, and hope to achieve that goal in the next fiscal year.

During the year we have been able to upgrade some equipment to improve our productivity. In November 2002 we received our first photocopier, which has been leased by the State Library. Prior to this we were only able to make inferior copies on our fax machine. This was followed by the installation (by Charles LeBlanc) of five new computer workstations for staff. They are much more powerful than the old computers and were paid for from our donation funds. Finally, on June 18, 2003 our internet connection was upgraded to a fiber optics connection through NH Sun, making our internet and State Library connection faster and more stable.

III. OUTREACH

Throughout the year we seek out opportunities to inform librarians and New Hampshire citizens about our services. It is an ongoing challenge to find effective, and affordable, methods of keeping service professionals and potential clients informed of our services. Outreach activities this year included:

- Display booth at Access Expo of Northern New England in Manchester, NH on September 15, 2002 (Pam Ober)
- Professional public service announcements created by NLS on video and audio cassette sent to New Hampshire radio and television stations on September 6, 2002
- Display booth at Senior Wellness Fair sponsored by Concord Hospital in Concord on September 20, 2002 (Pam Ober & Donna Gilbreth)
- Presentation on services for Concord Area Senior Companions on October 30, 2002 (Pam Ober)
- Speech about our services at the annual convention of the New Hampshire chapter of the National Federation of the Blind, in Concord on November 16, 2002 (Donna Gilbreth)
- Presentation on services to the Hillstown Library Coop, at Bedford Public Library on February 7, 2003 (Donna Gilbreth)
- Presentation on services at the Sight Services for Independent Living support group in Portsmouth on February 25, 2003 (Donna Gilbreth)
- Attend meeting of various state disabilities groups, sponsored by the Governor's Commission on Disabilities and the Statewide Independent Living Council, in Concord on March 20, 2003 (Donna Gilbreth)
- Presentation on services at the New Hampshire State Library's new librarian's orientation on April 16, 2003 (Donna Gilbreth)
- Display booth at Legislators Disabilities Awareness Day sponsored by the Governor's Commission on Disabilities and the Statewide Independent Living Council in Concord on April 22, 2003 (Donna Gilbreth)
- Display booth at Senior Health Fair sponsored by Southwestern Rockingham County ServiceLink, in Derry on April 30, 2003 (Betty Clark)
- Display booth at Senior Wellness Fair sponsored by Franklin Regional Hospital in Franklin on May 14, 2003 (Donna Gilbreth)
- Display booth at New Hampshire Celebrates Wellness annual conference in Waterville Valley on June 24, 2003 (Pam Ober)

IV. LARGE PRINT BOOKS

Our collection of over 5,000 large print books is circulated to public libraries and some nursing homes in the state. Borrowers either request specific titles through interlibrary loan or receive rotating collections of books we select. Our budget for new purchases this fiscal year included state funds (\$1500) and donated funds (\$2000). In FY03 we expended \$2538.68 for large print books. Books were circulated, mostly via the State Library van delivery system, to 89 public libraries and 11 other institutions. During the year we added eight new libraries and two nursing homes as large print patrons. Book collection and circulation statistics are available in the Statistics section of this report.

V. CASSETTE BOOKS

We continue to receive, at no cost, multiple copies of books recorded for the National Library Service for the Blind and Physically Handicapped (NLS). NLS distributes approximately 2,000 new titles each year. These include fiction and nonfiction titles for all ages. We add about 6,000 copies to our collection each year, and surplus a few thousand copies no longer needed (see Statistics). We are obligated to keep at least one copy of each title produced by NLS. Storage space is our biggest concern with the recorded books. We will run out of shelving for these 70,000 volumes in FY04 unless we purchase and find floor space for more shelving. Digital books, which will probably be smaller, are still several years in the future. In the interim, we shift books annually to create more space and weed vigorously.

VI. DESCRIBED VIDEOS

The third major material collection at our library is a collection of over 300 described videocassettes. These videos are commercial motion pictures (and some television programs) that have an added narrative track to describe the action for sight impaired audiences. These videos, like the recorded books, are lent directly to our registered individual borrowers, through the mail. To purchase new videos we had a budget of \$600 in FY03, from our donation funds, and spent \$601.20.

VII. VOLUNTEERS

Several volunteers help us to serve our patrons in a timely manner. During the year (except July and August) seven retired members of the TeleCom Pioneers (in January 2003, one of the founding members of our group, Len Nystedt, died) work one morning a week cleaning and repairing cassette players. These repaired machines supplement our supply of new machines sent by NLS.

Also, several clients of Work Opportunities Unlimited arrive daily (with their caregivers) to rewind the cassettes returned in the mail each day. Between 2 and 8 people will come, generally staying about two hours. Beginning in October 2002, 3 to 4 students and their aides from Concord High School came to rewind cassettes. Generally, each student came for about one hour a week. They will continue to come occasionally in the summer. Two other volunteers briefly offered their services for several hours. They were Darran Spencer (July-August 2002) and Eric Ober (February 2003).

VIII. CONTINUING EDUCATION

Our NLS consultant, David Whittall, makes biennial visits to our library to examine our operations, meet with staff, and offer advice. In August 2002, Donna Gilbreth had a telephone meeting with him to review the 2001 visit and resulting report. Then, from May 19-21, 2003, David Whittall again visited our library. He toured the library and met individually with each staff member, and with Janet Eklund. A report on this visit will be issued to us at a later date.

Education and training opportunities for staff during FY03 were:

- November 15, 2002 Donna Gilbreth attended State Library sponsored teleconference "Building Another Bridge: equal access to technology for special populations"
- January 5, 2003 Donna Gilbreth attended ILL training for the new Nhupac
- March 12, 2003 Donna Gilbreth attended demo of accessibility software, sponsored by the NH Association for the Blind
- March 17, 2003 Brenda Corey attends NH Personnel Division course on parenting
- April 30, 2003-May 2, 2003 Donna Gilbreth attended biennial National Library Service Northern Conference in Philadelphia, PA
- June 12, 2003 Pam Ober attended opac training for new NHSL ipac

IX. PUBLICATIONS

Several letters, forms, and lists are revised and printed regularly for dissemination to our patrons or for outreach programs.

Although registration applications are distributed by NLS, we have created a draft of an application that is more up-to-date and better suits our clientele. This draft form has been submitted to NLS for their approval. If approved, we will explore printing the application for new patrons, in addition to mounting it on our website.

Our major publication is a quarterly large print newsletter mailed to all active patrons (approximately 2000 copies). In addition, David Harris of Network Services has volunteered to record a cassette version for us, and EGIR staff mounts an electronic version on our website. In FY03 we published four editions: #84 (8/02), #85 (10/02), #86 (1/03), and #87 (4/03). The January 2003 edition included a survey for patrons to fill out. Regular surveys of service are recommended by NLS and were mentioned in our 2001 report by David Whittall. We sent out approximately 2000 surveys and received back 370 completed surveys. A separate report on the surveys was produced by Donna Gilbreth and distributed to staff, Janet Eklund, and David Whittall.

X. STATISTICS

• Patrons

Active patrons/individuals – 2181
Active patrons/institutions – 158
Active patrons/other – 13
Active patrons Total – 2352
New Patrons – 456
Patrons Dropped/Inactive – 503

• Circulation

Large Print – 6794

In January 2003 we took over from Reference circulating our books directly through the Nhupac. For January 2003-June 2003 we received 56 ILL requests via the Nhupac. 25 requests were filled, and 31 unfilled

Recorded Cassettes – 67981

Recorded Disks – 118

Described Videos – 1090

Print/Braille books – 21

• Collection Size

Large Print – 5756
Recorded Cassettes – 71831 (36574 titles)
Recorded Disks – 180
Described Videos – 370
Print/Braille books – 408
Braille books – 4

• Acquisitions

Large Print – 233
Recorded Cassettes – 6767
Described Videos – 31
Print/Braille books – 34

• Discards

Large Print – 255
Recorded Cassettes – 3003
Recorded Disks – 127
Described Videos – 6
Print/Braille books – 4

• Donations and Other Funds Received

Donations - \$117,925 (includes a single bequest of \$117,000)
Lost and paid - \$30

• Cassette Machines (as of June 30, 2003)

On shelf – 385
On loan – 2218
In repair – 87
Total # machines – 2690

• Telecom Pioneers statistics (Jan. – Dec.2002)

Cassette machines repaired/refurbished – 507
Total hours volunteered - 1371

NHSL – Network Services Annual Report FY02-03
July 1, 2002 - June 30, 2003
Contributed by Charles A. Le Blanc & Mary A. Russell

THE YEAR OF THE GNU



The NHU-PAC Implementation committee, which included representatives from various NHAIS libraries, worked with Network Services staff to launch the New NHU-PAC on November 19, 2002. The New NHU-PAC, which has a gnu as its logo, allows NHAIS libraries to search for records, add holdings, delete holdings, download MARC records, create and respond to interlibrary loan requests, and submit requests for records not currently in the system through a single Web site. Access to the various functions of the system is controlled by passwords assigned to each of the 375 NHAIS libraries. The New NHU-PAC may be searched by anyone anywhere in the world if they have access to the Web.



These Dynix servers, installed in November 2002, power the NHUPAC

TRAINING

Once the New NHU-PAC went live, our next order of business was to teach the people in each NHAIS library how to use it. To this end we developed three new courses: Searching the New NHU-PAC, Copy Cataloging with NHU-PAC, Using the NHU-PAC for Interlibrary Loan. Between 11/18 and 12/5 we offered each of these classes a total of 10 times at 9 different locations from Littleton to Nashua. Nearly 600 individuals attended at least one of these classes. Many people attended all three courses.

Additional rounds of training were offered in January and in May for people who were unable to make it to the winter classes or who wanted a refresher course on a particular aspect of the system.

NEW NHU-PAC USAGE

Since the New NHU-PAC was launched 544,984 searches have been made (an average of 2,571 searches per day) and searchers logged in 8,649 separate times. Since the 1st of December 101,718 new bibliographic records and 173,839 holdings for individual libraries have been added to the NHU-PAC. The new system makes it possible for libraries to add their holdings to the system by sending Network Services MARC records exported from their local systems or received from vendors as well as by using the Web interface. The NHAIS ILL system has also been in active use since the launch of the new system with 30,354 items loaned to 234 separate libraries with 256 separate libraries making loans.

CATALOG CARDS

Several NH libraries continue to use catalog cards and New Hampshire Correctional Industries printed a total of 183,678 individual catalog cards on our behalf during this fiscal year. In January 2003 we began keeping more detailed statistics on card printing than we had previously. Since January 2003 we have received 18,782 requests for card printing from 44 different libraries including 2,001 requests for full sets and 16,781 for shelf list cards. Since January NHCI printed 51,665 separate cards for these requests.

COMPUTER UPGRADES

The Network Services Section of the State Library during the past year was able through Federal funds to meet our SITP (Strategic Information Technology Plan) goal of replacing $\frac{1}{4}$ of our computers with new machines each year (FY 2002/2003). This means that all computers in the library are at least at a Pentium 4 level. The memory has increased with each successive year of this SITP plan. Currently no machines are being purchased with less than 512 MB of RAM. The hard drives have also grown from the less-than-gigabyte size to the latest purchases with hard disk drives of 40 gigabytes each.

HELP DESK

The NHAIS Help Desk offers New Hampshire libraries an easy way to ask whatever questions they may have about the use of NHAIS. This year we began keeping records on all calls received by the NHAIS Help Desk, not just those that required follow-up. During this fiscal year Network Services staff responded to 1,034 Help Desk calls. Nearly 35% of these calls were received in December and January. In December 2002 we set up an email address for the NHAIS Help Desk and had responded to 374 electronic requests by the end of the fiscal year. We publicized the availability of the email address for contacting the Help Desk in the New NHU-PAC training sessions and also provided a feedback link in the ILL system that allows users to send Help Desk inquiries to us using a structured form. We anticipate adding a direct email link to the various pages in the NHU-PAC early in FY03-04.

In order to get information about the new system out to users as efficiently as possible we launched an electronic newsletter, the New NHU-PAC News, in November. This newsletter contains system updates, tips on using the various components of NHAIS, and other information that may be useful to NHAIS libraries as they use the system for cataloging, searching, and interlibrary loan. This newsletter is issued as needed and is distributed using the existing NHAIS-L and NHAIS-ILL listservs. Eleven issues have been created and distributed so far.

OPERATING SYSTEM UPGRADE

Also during this year, several computers have been upgraded to Windows XP. This is a more stable and faster version of Windows that deals with the memory issues of the computer in a more efficient manner than did Windows 98. This operating system is highly recommended by Dynix for any machines using their Horizon software.

NETWORK STATUS

Apart from the nuisance of the almost daily virus alerts, the State Library's 100-node Local Area Network, which includes WAN connections to the North Country Office and the Dolloff Building, which houses Library Services to the Disabled, seems to be running happily. Nearly all of the old hubs have been replaced by 10/100 MB switches. The switches in the training room and in the reference librarians' office are connected to the servers with Cat 6 wire. All of these changes were made to increase the effective use of the 70 desktops throughout the Library. These new switches allow for faster throughput from the desktop to the servers and router connecting us to the outside world. During the past year this connection to the outside world has also been upgraded from a single T-1 line carrying traffic through the Network Operations Center (NOC) at Hazen Drive to a fiber optic cable at the State House Annex's distribution center. From this distribution center there are 3 T-1 lines connecting through various providers giving the Library faster Internet access. The original T-1 line is now used as a backup in case the fiber fails.

A significant change in the connection between the Dolloff Building (Talking Books) and Park Street was effected this year by NH Sun routing all of the Talking Books traffic through fiber optic connections in the Brown Building on the South Campus. This simple change eliminated the frame-relay connection between Dolloff and the Library. There are two distinct benefits to this change. First, the Dolloff Internet connection has improved immeasurably, as has their access to the file services offered by the Library's servers. Secondly, the North Country Office in Lancaster now has the sole use of the 56 K frame relay connection to Park Street. This line had to be shared with Talking Books before the Dolloff changeover to fiber.

VIRUS PROTECTION SOFTWARE

Virus protection has proven itself in keeping the State Library's computers working. The \$14,000.00 spent on a three-year contract with McAfee has paid back its investment. Several viruses this fiscal year brought down other agencies. The virus protection solution used in the State Library was able to weed out the problem before the entire network was infected. A side issue: the virus protection software sent a message to the intended recipient that a virus was cleaned from their message. For most of us this was simply an annoyance. However, a couple of the staff who have a large Web presence received over 1000 such messages over the course of a morning. It took some digging but the message notification was finally stopped. This means that only the System Administrator knows that an attack was underway. The system users, who have no need or interest in this information, are protected from this benign intrusion.

THE SPECIAL SERVICES SECTION OF THE NH STATE LIBRARY

Submitted by Alice Nye, Supervisor

The NH State Library created a new organizational section during fiscal year 2002 to improve program coordination and to develop supportive library services for special populations. The new Special Services Section brought the Family Resource Connection and the Best Schools Resource Center into one organizational unit.

The Family Resource Connection, a special library service that began in 1996, serves the informational needs of New Hampshire families of children with special needs and those who work with these families. Funded by the New Hampshire Department of Education and the New Hampshire Department of Health and Human Services, the program's specialized library collection has grown to over 4000. Circulation continued to grow also; an average of 326 titles were borrowed monthly, a 15 percent increase over last fiscal year.

The NH Department of Education first contracted with the NH State Library in FY 2001 to create the Best Schools Resource Center to support the informational needs of participants in the Best Schools Leadership Initiative. Modeled after the Family Resource Connection, the Best Schools Resource Center has been providing reference services and informational resources to New Hampshire's K-12 school community, facilitating continuous educational improvement of participating schools throughout the state. By providing books, videos, reference materials, access to online databases, document delivery, and reference assistance, along with training and outreach services, the program is enhancing the work of educators statewide.

To follow are highlights of the year's work of the Best Schools Resource Center and the Family Resource Connection.

Best Schools Resource Center Activities and Accomplishments, 2003

Submitted by Nancy Cristiano, Coordinator, BSRC

Over the past year, the Best Schools Resource Center (BSRC) provided information and resources to all (past and current) Best Schools teams. The following are a sampling of services provided by BSRC during the year:

An "Onsite Resource Center" for the week-long BSI Summer Academy (July 14-19) was provided for the newest group of Best Schools Teams (also known as Cohorts)—Cohort IV. Resources in the BSRC collection included books, videos, current educational periodicals, as well as access to online databases for research. Research assistance was provided by the BSRC professional librarian. All participants at the Academy were welcome to visit the Resource Center throughout the week. The Center was open before and after meals and workshops—so participants could take full advantage of the valuable resources in the BSRC collection. Materials were also available for day use or overnight loan throughout the week. Customized searches were also performed (when time permitted) and results were then distributed to the requesting team. Computers (provided by NHDOE) were online accessible for use by participants. Thanks to the web connection, the NH State Library's online databases were accessible for use at the Academy, and with assistance from the professional librarian, educational data and research were easily obtained. The BSRC's contribution to the BSI Academy offered a convenient starting place for team members to pursue their three-year goals.

Collaboration with other vendors, facilitators, etc. to provide information and outreach services, such as:

- Coordinated purchase and distribution of multiple copies of educational title in order to enable professional group discussion (9-13-02)
- Participated in BSI Professional Day (10-16-02) (included presentation to facilitators, provided handouts, follow-up with facilitators after presentation, and responded to requests for information, research, etc.)
- Hosted Facilitator's Meeting at NH State Library (1-10-03) Collaborated with Parent Information Center (PIC) to prepare meeting space and presentation for group of facilitators, regarding information resources and services available for teams

- Facilitator Request: To prepare presentation for Holderness BSI Team Meeting (2-17-03)—including all faculty and staff—about available data and research resources. Brought topic-specific books, videos, etc. for use in-house, subject listings of available titles (facilities, curriculum, etc.)
- Shared resources and contacts with other programs.

Other, more specific services of BSRC included:

- A quality collection of education-related materials geared to specific components of BSI
- BSRC website (www.state.nh.us/nhsl/bsrc) included a searchable online catalog of materials—with optional online request form, links to other educational databases, resources, schools, professional and commercial educational organizations, as well as other education contacts.
- Direct, toll-free phone number
- Free delivery of materials
- Interlibrary loan
- Professional Librarian's expertise

Results

BSRC continued to focus on supporting the main goals of the BSI. By assisting teams in achieving their own individual goals, BSRC was able to attain one of its primary goals—that of providing relevant educational information and resources for NH schools. The end result for schools was meant to be “improvement in student achievement.” Within BSRC, another significant goal was to reach out to more teams by being more accessible. The BSRC website got a “new” look, and along with that, became more “user-friendly.” Individuals looking for educational resources were able to browse the BSRC collection online—searchable by title, author, subject, or keyword. In addition, anyone could “request” materials online—simply by completing a request form—and submitting it directly to BSRC (via email). The task of requesting materials was equally simplified with the BSRC's toll-free line. Items requested were mailed directly to a preferred location (school or home)—free of charge, including a postage-paid label for returning materials. Continuing in the tradition of libraries, team members were also encouraged to visit the BSRC collection onsite at the NH State Library. This year, BSRC's more personalized service, visibility, and accessibility all led to the success of the BSRC program—which ultimately was distributed to its recipients—the teachers and students of NH.

Statistics

The Best Schools Resource Center (BSRC) provided services to many Best Schools team members, schools, and individuals seeking educational resources. The following is a breakdown of the requests received during the fiscal year 2002-2003.

Total Reference Searches provided by the BSRC included:
60 Regular Searches made through the BSRC
11 Academy Searches made at the Best Schools Academy
TOTAL REFERENCE SEARCHES = 71

Number of Requests by Location: Requests were received by phone, email, online, or from walk-ins. Requests at the Best Schools Academy were from participants..
51* Regular Requests received at the BSRC (*12 out-of-state requests)
25 Academy Requests requested at the Best Schools Academy

REQUESTS BY LOCATION = 76

Number of Books checked out from the BSRC included:
166 Regular Requests made through the BSRC
29 Academy Requests made at the Best Schools Academy
TOTAL NUMBER OF BOOKS = 195

Number of Audio/Videos checked out from the BSRC included:

52 Regular Requests made through the BSRC
3 Academy Requests made at the Best Schools Academy
TOTAL NUMBER OF AUDIO/VIDEOS= 55

Number of Articles provided by the BSRC included:

106 Regular Requests made through the BSRC
12 Academy Requests made at the Best Schools Academy

TOTAL NUMBER OF ARTICLES = 118

Number of Other Materials provided by the BSRC included:

91 Regular Requests made through the BSRC
21 Academy Requests made at the Best Schools Academy
TOTAL NUMBER OF OTHER MATERIALS = 112

THE FAMILY RESOURCE CONNECTION SUPPORTS NEW HAMPSHIRE FAMILIES

The Family Resource Connection opened its doors as a special program of the New Hampshire State Library in the spring of 1996 to operate a statewide library, referral service, and clearinghouse of materials and information concerning children, especially young children with special needs. Its purpose is to make available to New Hampshire residents current and useful information on all aspects of caring for, educating, and raising healthy children.

This program has developed into a model of successful collaboration among state departments. It is jointly funded by the New Hampshire Departments of Education, Health and Human Services, and the State Library which also provides in-kind subsidy through technical assistance and staffing support. Through this collaborative approach, informational resources are being consolidated and shared among many different constituencies.

HIGHLIGHTS OF THE YEAR

This year more and more people have turned to the Family Resource Connection to obtain books, videos and other types of materials and information. Activities and accomplishments highlighting the year include the following:

- The lending library grew to a collection of over 4000 books and audio-visual materials.
- There were 4305 requests for materials and information, a 25% increase over last year.
- 3908 books and videos were borrowed this year by—or to benefit— New Hampshire families and children, a 15% increase over last year.
- Education-related resources and services to support New Hampshire schools, educators, parents and community members were substantially increased through increased visibility and activities of the *Best Schools Resource Center*.
- *Books for Babies...and Beyond*, an early literacy pilot program, was implemented in Rockingham and Strafford Counties as a

component of the *Links to Early Learning Initiative* funded by the U.S. Department of Health and Human Services Child Care Bureau.

- The Family Resource Connection online library catalog was redesigned to allow for more

refined searches by author, title, and keyword, as well as by presorted subject categories.

CONNECTING PEOPLE WITH INFORMATION & RESOURCES

During the year the Family Resource Connection responded to 4305 inquiries for information, an average of 359 inquiries per month. Eighty-four percent of these requests came from professionals who work with families and children; 13% came directly from parents themselves. Requests for assistance came from every county in the state. (See Table 3)

Requests were received for 1) books and videos from the lending library, or for materials from the clearinghouse, such as journal or magazine articles, fact sheets, brochures, etc., 2) research on particular topics (the Family Resource Connection provides free research and reference services by professionally trained reference librarians), and 3) referral information to programs and services (the Family Resource Connection serves as a central referral point assisting callers to find services that may be helpful to children and families).

What sorts of inquiries were made? And who are the people contacting the program for assistance? Here is a sampling of the requests received in 2003:

- A school nurse requested information on seizure management to use for teacher training.
- *A child care provider called for materials on behavior management for aggressive preschool children.*
- *An adoptive parent called for information on Fetal Alcohol Syndrome.*
- *A physician called looking for parent support resources for a depressed and overwhelmed teenage mom.*
- A home visitor requested ideas for play activities for a three year old with neuromotor limitations.
- *A grandparent requested basic sign language materials so she could communicate with her grandson.*
- *A hospice worker called looking for books to help an 8-year-old whose grandfather was dying.*
- *A new parent was looking for information on caring for premature infants.*
- *A teacher's aide requested information on teaching reading to children with Down Syndrome.*
- *Early Intervention staff requested referral information for a family moving to Virginia.*
- An occupational therapist requested articles on the cognitive aspects of dyspraxia.
- A child care provider called for information on cerebral palsy.
- A relative requested information on obtaining speech therapy for her niece.
- A teacher requested materials on bike safety and snowboard safety.

BUILDING A LIBRARY THAT IS USED

First and foremost, the Family Resource Connection is a lending library of books, videos and other materials relating to all aspects of caring for children. Building a vital and current library collection has been a guiding principle to this year's work. Special attention was given to acquiring materials on: child care/early childhood education resources, early literacy, special health and behavioral concerns, Spanish language materials, specific developmental disabilities, homeschooling, learning disabilities, foster care, and child abuse prevention and treatment. The library collection now totals just over 4300 books and videos.

Of course, there is no point to a lending library collection, no matter how excellent, unless it is accessible and used. It is to meet these objectives that the program 1) has a toll-free number for in-state calls and 2) provides materials to callers at no charge, either through providing postage-paid envelopes for free return or by transporting books and videos by the State Library's van delivery service. Circulation of the library's lending materials continued to rise: an average of 326 titles per month were loaned in Fiscal Year 2003, a 15% increase over the previous year.

VISIT OUR WEBSITE AT: [HTTP://WWW.STATE.NH.US/NHSL/FRC](http://www.state.nh.us/nhsl/frc)

Looking for a parenting course? Or perhaps you want to attend a workshop on managing childhood asthma in children, reactive attachment disorder, or the next family childcare conference. Through its website, the Family Resource Connection maintains an online Family and Child Development Calendar of national, statewide and local conferences and/or workshops, as well as personal and professional opportunities concerning children and families.

In addition, the website provides a searchable online catalog of the lending library collection and an extensive online Directory of Early Childhood Services that includes both state and national resources.

CONTACT US – WE'RE HERE TO HELP

The Family Resource Connection is located on the first floor of the New Hampshire State Library, 20 Park Street, Concord, NH 03301. The library is open to the public Monday – Friday, 8:00 AM – 4:30 PM. Other ways to contact the program are:

- Telephone: 603-271-7931
- Toll free phone (in-state only): 1-800-298-4321
- URL: www.state.nh.us/nhsl/frc
- TDD Access: Relay NH: 1-800-735-2964
- Fax – 603-271-2205
- E-mail – FRC@library.state.nh.us

ADVISORY GROUP, MANAGEMENT TEAM & STAFF – FY 2003

From its beginning, the Family Resource Connection has included as an integral part of its organization an Advisory Group comprised of representatives from public and non-profit organizations to participate in program planning, evaluation, oversight and consultation to the program's Management Team and staff. During Fiscal Year 2003 the Advisory Group and Family Resource Connection staff met three times for discussion, goal setting and program review.

Advisory Group members and the organizations they represent are as follows:

- Lisa Bujno, Bureau of Maternal and Child Health/OCPH
- Denise Corvino, Child Development Bureau/DCYF
- Carrie Hoeckele, ASSETT
- Joan Izen, PTAN, SERESC
- Jack Lightfoot, Child & Family Services of NH
- Ruth Littlefield, Bureau of Special Education
- Eileen Mullen, Division for Children, Youth & Families
- Debra Nelson, Institute on Disability, UNH
- Sylvia Pelletier, NH Family Voices
- Joe Perry, Children's Mental Health Services, Division of Behavioral Health
- Carolyn Stiles, Family Centered Early Supports & Services, Division of Developmental Services
- Sheryl Tedford, College for Lifelong Learning
- Heather Thalheimer, Parent Information Center
- Lori Weaver, Staff Development Partnership, Division for Children, Youth & Families

Management team representatives this year include:

- Lisa Bujno, Bureau of Maternal and Child Health/OCPH
- Mary Ford, Bureau of Special Education
- Margaret Leitch Copeland, Child Development Bureau/DCYF
- Ruth Littlefield, Bureau of Special Education
- Eileen Mullen, Division for Children, Youth & Families
- Joe Perry, Division of Behavioral Health
- Carolyn Stiles, Division of Developmental Services
- Lori Weaver, Division for Children, Youth and Families

Family Resource Connection staff include:

- ***Alice Nye, Coordinator***
- ***Nancy Cristiano, Reference Librarian/Education Coordinator***
- ***Sherry Ober, Library Assistant***

INCOME AND EXPENDITURES — FY 2003

Income:

<i>NH Department of Education</i>	
<i>Division of Instruction</i>	\$ 39,500.00
<i>NH Department of Health & Human Services</i>	
<i>Division of Behavioral Health</i>	\$ 15,000.00
<i>Division of Developmental Services</i>	\$ 24,500.00
<i>Division for Children, Youth & Families</i>	\$ 27,562.00
<i>Office of Community & Public Health</i>	\$ 5,000.00
<i>Total:</i>	<u>\$111,562.00</u>

Expenditures:

<i>Telephone</i>	\$ 1,056.41
<i>Office Supplies/Copying</i>	\$ 3,756.98
<i>Postage</i>	\$ 5,483.29
<i>Equipment</i>	\$ 6,313.00
<i>Marketing</i>	\$ 2,705.00
<i>Personnel</i>	\$ 75,457.94
<i>Travel</i>	\$ 321.22
<i>Materials/Processing</i>	\$ 16,468.16
<i>Total:</i>	<u>\$111,562.00</u>

LOOKING AHEAD

The Family Resource Connection has developed into an active statewide library program, each year serving the information needs of thousands of families and professionals throughout the state. There has been gratifying feedback concerning the program's usefulness to New Hampshire families. At the same time there has been an ongoing concern by the Advisory Group, Management Team and staff regarding the Family Resource Connection's long-term sustainability.

with new funding options—will be essential in the years ahead to enable the Family Resource Connection to continue to develop as a relevant, responsive library and information resource supporting New Hampshire families in their most important work— that of raising safe, happy and healthy children.

The change in FY 2002 of the coordinator's position to a permanent State Library staff position supported through state funds was an encouraging sign for the Family Resource Connection's future viability. Another promising source of financial support has emerged in the form of time-limited grant funding for library support services to special initiatives, such as the Best Schools Leadership Initiative and Links to Early Learning project. The continuing support of its present funders—along

Family Resource Connection Statistics

Table 1 Source of Inquiries FY 2003		
<u>Source of Inquiry</u>	<u>No</u>	<u>Percentage</u>
Professional	3629	84
Parent/Caregiver	554	13
Student	82	2
Other/Unknown	40	1
Total	4305	

Table 2 Requests by Age FY 2003		
<u>Age Range</u>	<u>No</u>	<u>Percentage</u>
0-2	185	4
3-5	163	4
0-5	3101	72
6-12	144	3
Teen	99	2
Multi	464	11
Adult	113	3
Unknown	36	.08

Table 3 Requests by County FY 2003					
<u>County of Caller</u>	<u>No.</u>	<u>Percentage</u>	<u>County of Caller</u>	<u>No.</u>	<u>Percentage</u>
Belknap	139	3	Merrimack	1284	30
Carroll	314	7	Rockingham	588	14
Cheshire	271	6	Strafford	367	9
Coos	86	2	Sullivan	136	3
Grafton	315	7	Out of State	37	0.9
Hillsborough	728	17	Unknown	40	0.9

Table 4 Statistical Overview of Activities FY 1998 – 2003														
<u>Inquiries</u>														
	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Total</u>	<u>Ave. Month</u>
FY 1998	77	71	77	118	96	99	95	101	159	108	106	103	1210	101
FY 1999	102	99	133	111	117	84	109	115	154	136	138	103	1401	117
FY 2000	90	89	152	133	149	103	116	164	321	232	244	270	2063	172
FY 2001	294	206	381	273	274	313	208	290	400	397	278	468	3782	315
FY 2002	286	215	244	385	251	303	390	279	197	458	244	200	3452	288
FY 2003	501	220	332	324	238	264	498	328	234	515	549	302	4305	359
<u>Circulation</u>														
FY 1998	39	70	89	111	81	141	88	100	184	130	165	150	1348	112
FY 1999	192	146	153	155	127	194	116	129	241	203	180	193	2029	169
FY 2000	163	181	167	208	230	265	159	274	338	330	259	310	2884	240
FY 2001	224	218	202	287	256	244	166	258	351	335	302	295	3138	262
FY 2002	190	193	281	363	258	227	361	333	324	316	288	264	3398	283
FY 2003	332	254	302	460	294	280	334	386	298	347	349	272	3908	326

**LIBRARY DEVELOPMENT SERVICES SECTION
ANNUAL REPORT: JULY 2002 – JUNE 2003**

SUPERVISOR'S REPORT:

Prepared by Sue Palmatier

The Library Development Services Section (LiDS) provided consultations, advice, education, and training to public, school, and special libraries on myriad topics:

- *intellectual freedom*
- *long-range and strategic planning*
- *children's and young adult services*
- *automation*
- *collection development*
- *reference services*
- *disaster prevention and recovery*
- *accessibility*
- *copyright*
- *NH library laws*
- *human resources*
- *budgeting and finance*
- *collection and use of statistics*
- *space utilization and library design*
- *trustee relations*
- *Friends groups*

For one full year, LiDS had its full complement of coordinators: Katie McDonough, Field Services; Ann Hoey, Youth Services; Tom Ladd, Library Education; and Sue Palmatier, Library Development Services as well as Section Supervisor.

They all should be commended for their hard work, cooperative spirit, creativity, quick thinking, and unflappable and reasoned response to any request, no matter how urgent or unusual. They never turn away a patron; if they can't answer a question, they refer someone to a more appropriate source of information: state agency, web site, expert, or other resource. The coordinators have received numerous notes of appreciation by overland mail and e-mail for their work with librarians, trustees, and library organizations; I have them all on file.

The Youth Services and Education coordinators' reports are appended to this report. On August 7, 2003, Katie McDonough left the State Library. Katie was the State Library liaison to local library cooperatives and various professional organizations, notably the NH Library Trustees Association; she was on the road most of the time. She also specialized in adult intellectual freedom and confidentiality issues and was often called upon to give workshops. As she did not submit a report before leaving the State Library, I've constructed an outline of her activities from memory.

With its training room, small conference room, guest office, stack room, and offices for Tom, Heather Brownell (the van driver), and me, the North Country Office is admirably suited for small meetings, classes, and workshops. I held more than a dozen in-office consultations with librarians, trustees, and Friends who graciously traveled to Lancaster when I could not go to them. Tom taught several modular courses, Ann held two Children's Book Reviews, and EGIR provided a few training sessions.

In December I prepared a report for the State Librarian on the impact of closing the North Country Office and having its two coordinators and van driver work from home. Mike did not recommend our closing to save money, and we are still at 244 Main Street in Lancaster. We also retained our incoming 800 number, which is used by librarians and by Friends, trustees, and others who have access only to private phones. We field many calls for the Talking Books section and for the public as well, since our number is full-service and as such is the only 800 number listed with Directory Assistance.

LiDS has monthly staff meetings, all of them at NCO for reasons of space, privacy, and convenience. In FY03 we discussed the following:

- **intellectual freedom** ~ the USA Patriot Act and its possible sequel; the Children's Internet Protection Act (CIPA); the Child Online Protection Act (COPA); and UCITA
- **confidentiality** ~ we followed the introduction of bills in other states such as MA that would exempt children's library activities (circulation, Internet use, and programs) from existing confidentiality statutes; we also enhanced the Resource Guide on Intellectual Freedom with more direct links to topics of interest and importance
- **the Right-to-Know Law** (RSA 91) and trustee meetings
- **the LiDS web site**, which houses the State Library Report, Once and Future Librarian, Subject Resource Guides, and a calendar of events.
- **New Librarian Orientation** workshops and welcome kits
- **a survey of combined school and public libraries in NH** ~ this is still in development
- **"What We Do"**, a list of library issues and links to the State Library staff who handle them ~ Katie left before this project was completed
- **the Statewide Book Bid agreement** ~ vendor information was updated on the web site and is in effect until 2006
- **the Gates Grants** ~ Tom and Katie attended the training session in Settle in February and have been called upon for help by some of the recipient libraries
- **the collection of monthly LiDS statistics** ~ we refined the data elements
- **modular courses, distance learning, and teleconferences** ~ we dropped the popular College of DuPage telecons this year because of our reduced budget
- **continuing education** for LiDS staff
- **budget matters**, including LSTA funding
- **the School Media Specialist graduate program** at Plymouth State University
- **the Motion Picture Licensing Corporation** and its peers
- **projects** such as Books for Babies (part of the Early Literacy & Learning project), the National Book Festival, the Historical Children's Collection, the NH Center for the Book, and the Dublin Award.

Katie coordinated an Orientation for New Librarians with about a dozen new directors in the state; Tom talked about his work as Education Coordinator and mine as State Data Coordinator and Library Development Coordinator at the session held in April in Concord.

Tom and Katie attended the COSLINE library development conference in Bar Harbor, ME, in October 2002, where the topic was "*Outcome-based Evaluation in the State Library Agency Context*". In February 2003 they spent two days at the Gates Foundation in Seattle for a workshop titled "*Overview of the Library Program Grant Process*"; this was in preparation for assisting the 28 New Hampshire libraries that received PCs this year in the fourth and final round of "Gates grants".

In May Katie and Tom went to Washington, DC, for two days of training in outcome-based evaluation by trainers under contract to IMLS. Unfortunately, the Early Literacy and Learning project the State Library had planned to use as a beta test of this program was deemed inappropriate for the process, so Tom, Katie, and I consulted with Janet about alternatives.

As Supervisor, I served as a member of the Automation Committee, the LSTA Review Committee, and the Kids, Books & the Arts review panel. I attended any committee meetings that weren't held at the North Country Office (and all librarians' and supervisors' meetings) by phone.

I am the State Library's representative to the Five Rivers Executive Board, the NHLA Executive Board and Awards Committee, Area Library Forum I, and the North Country Library Coop. When I couldn't travel to meetings, I submitted written reports as appropriate, and participated in planning by e-mail, phone, and face-to-face meetings at NCO.

As usual, the LiDS coordinators had a very busy year, but the challenges and opportunities to help librarians, trustees, and Friends enhance library service in New Hampshire were welcome all the same.

STATE DATA COORDINATOR

Prepared by Sue Palmatier

As Supervisor of LiDS, I'm also State Data Coordinator (SDC) for the State Library. I design and approve the NH Public Library Annual Report (NHPLAR) questionnaire, collect and review the surveys, submit the data to the US National Commission on Libraries and Information Science (NCLIS), and work with the Census Bureau to justify or correct figures about which they have questions.

I also attend the annual FSCS Professional Development Conference annually to find out what's new, argue about changing or developing new data elements, and network with peers and with the NCLIS and Census personnel who are so helpful to the SDCs. (FSCS stands for **Federal-State Cooperative System for Public Library Data**; it is part of the National Center for Education Statistics – NCES – program.) Tom substituted for me in December 2002, it is very valuable to have someone else on staff familiar with the FSCS process.

In his visits to coops this year, Tom has often demonstrated the Peer Comparison Tool, which allows a library to check its statistics against those of other libraries in the same population, budget, or geographic category. He has enjoyed learning about the program, and will attend the 2003 conference in my place again.

I enter the NHPLAR data into the FSCS database using the latest WinPLUS software supplied annually by Washington. This year I changed the procedure: Instead of entering the data from the tables compiled by Darlene Reinhard, Administrative Assistant in Concord, I used the raw data from the surveys. This process caught some common errors and avoided some misinterpretations before the data went to the Census. It's a very valuable task; I always learn a great deal about trends among NH libraries. This year we received all but ten reports from the 230 public libraries in NH, for a return rate of 96%.

As usual, I wrote various articles for *Granite State Libraries* on the collection and use of statistics, and I look forward to introducing Bibliostat Collect to the library community. I reported last year that the State Library had decided against purchasing Bibliostat Collect because of the number of complaints filed by other users. Improvements in the software have made it much more attractive, so I contacted Trevor Allred, a Bibliostat sales representative, in the spring of 2002 to set up a demonstration in NH. After Trevor's September 2003 presentation to Mike, Janet, Tom, and me at the North Country Office, we decided to use Bibliostat Collect for the FY2003 NHPLAR and consider Bibliostat Connect (another peer comparison tool) when we have the funds.

As SDC, I also collected statistics for the FY2002 State Library Agencies Survey (StLA); this year they went to Washington in March. Again I thank the Section supervisors who supplied numbers that were not in the printed monthly statistics reports that Darlene oversees.

LIBRARY DEVELOPMENT COORDINATOR

Prepared by Sue Palmatier

I am still responsible for consulting in long-range, strategic, and space planning, and in Friends' and volunteer services. In FY03 I held mini-workshops in long-range planning separately for the boards of Salisbury and Plymouth. I also helped the Stratford School, Woodsville, Newfields, Salisbury, Milan School, Sunapee, Plainfield, and Newport libraries with space utilization, expansion, and accessibility plans. In October 2002 I gave a presentation called "Space Planning 101: Before You Build or Expand" at Pease Public Library in Plymouth; twelve libraries were represented. The workshop focused on the importance of planning for the long term **before** starting a building project; several libraries have asked for individual help since then. (This workshop was held three weeks after shoulder surgery, and it was at my next appointment that the orthopedist imposed more stringent travel restrictions.)

I worked with Friends groups supporting the New Durham and Randolph libraries, and updated my paper titled "Legal Aspects of Organizing a Library Friends Group in New Hampshire".

I also advised the new New Castle and Berlin librarians on administrative matters, and handled numerous requests for statistical information.

As Library Development Coordinator, I take advantage of as many continuing education opportunities as possible. This year I attended a College of DuPage teleconference on web design and the EBSCOhost and new NHU-PAC training sessions. I was unable to attend the Orientation for New Librarians and the NHLA and NELA conferences due to travel restrictions.

Although the duties of State Data Coordinator take most of my time, I thoroughly enjoy helping libraries with their planning. Years of experience, education, and networking in long-range and space planning, and in volunteer and Friends' issues, are valuable and necessary; I like sharing my knowledge and the experiences of others with the library community.

Annual Report of the Youth Services Coordinator: July 2002-June 2003

Prepared by Ann Hoey

In my second year as Youth Services Coordinator, I continued to build on the projects that I had been involved with during my initial year at the state library. In addition, I extended my efforts to connect with more literacy groups. My 2002-2003 activities are summarized below:

- Collection development: I added titles related to youth services to the Library and Information Science professional collection. When possible, I filled specific requests from librarians working in public and school settings. This past year, I added 16 titles. I also prepared annotated bibliographies of newly acquired materials and sent this information to various listservs.
- Children's Historical Collection: As chair of the Children's Historical Collection committee, I helped to finalize plans for the weeding of the collection. With the collection now focused on NH children's authors and illustrators as well as children's books about NH, I looked for materials with this focus so that they may be added to the collection.
- Children's Book Review: I held the book review in five different locations this past year. In addition to having it at the state library (both the Concord and North Country office) and at the May NH Libraries Conference, I also brought it to two public libraries. With evening and Saturday hours as well as better parking, the public libraries offer a chance for more people to preview the titles. More than 200 librarians visited the reviews and received almost 500 new titles to add to their collections.
- Youth Services Webpage: I maintained and expanded the webpage that I created last year for children and young adult librarians. This year, I added topics covering child development, literacy, and homeschooling.
- Instruction: I taught Juvenile Nonfiction Collection Development and Management during the fall in Hudson and during the spring in Walpole. Twenty-one students took these classes.
- Programs and presentations: I presented programs on the subjects of confidentiality and young adult programming to two public library coops. I also coordinated a program on graphic novels for the fall CHILIS conference and developed and participated in a program on unattended children for the spring CHILIS conference. For the NH Libraries Conference, I coordinated a program on public and school library collaboration.
- Professional Associations: I served as the state library liaison to several groups including CHILIS (Children's Librarians of NH), NHEMA (NH Educational Media Association) and YALS (Young Adult Librarians). I served on the Board for CHILIS and NHEMA and regularly attended meetings for all three groups. This past year, I worked with NHEMA and Plymouth State College to develop a graduate certification program for school media specialists, which will be launched in summer 2003.

- Literacy: I served on the Board of Advisors for the Children's Literacy Foundation (CLiF), which awards grants of new children's books to small public libraries in NH and VT. I participated in the CLiF presentations of new books to two NH libraries. This past year, I joined the Board of the NH Council for Literacy as the state library representative. I helped with fundraising and the annual literacy congress. I also regularly attended meetings of the NH Partnership for Literacy and was once again a "Road Reader" at a children's camp in Franklin. In addition to working with these groups, I assisted Alice Nye of the Family Resource Connection with a literacy grant.
- Summer Reading: As part of the Summer Reading Committee, I helped to develop NH's 2003 Summer Reading Program. I also oversaw the Kids, Books, and the Arts project, which helps to promote summer reading by bringing performers to libraries around the state. This year, generous funders made it possible for the state library to award a record 75 grants (more than \$15,000) to public libraries.
- Center for the Book: With the start of the Center for the Book at the New Hampshire State Library, I assisted with opening celebrations. I also developed one of its first projects: the Ladybug Picture Book Award. This award will be given to a picture book that receives the most votes from children in preschool through grade three. A committee of public and school librarians met early this year to select 12 books that will contend for the award.
- Professional Development: I pursued a variety of continuing education opportunities by attending various workshops and conferences including a leadership institute, a conference on fundraising and programming for small public libraries, a children's literature conference, and conferences presented by CHILIS, the New England Library Association, the New England Round Table of Children's Librarians, NHEMA and NHLA, and the New Hampshire Library Trustees Association.
- Library Coop Meetings: I filled in occasionally for Katie McDonough, Field Services Coordinator, by attending meetings of library coops. I also attended regional summer reading planning sessions involving children's librarians in different locations. I hope to extend this activity to more regions next year.
- Library Consultations: One of my most important tasks is to consult with children's and young adult librarians. In addition to answering questions by e-mail, mail or phone, I visited 12 school and public libraries to assist librarians in weeding children's collections, space planning, and doing workshops on various topics. As part of my consultation work, I prepared numerous bibliographies and resource guides on various topics, developed a young adult services directory, and regularly alerted librarians via listservs to topics relevant to youth services.

Library Education Coordinator Annual Report

Prepared by Thomas A. Ladd

A major portion of my job has always involved consulting with the librarians and library trustees who are our clients. I recorded 433 consultations during the reporting year. 245 of these consultations were on the telephone, 142 via e-mail, 5 by written mail, and the remainder in person. 85 consultations occurred in Oct. 2002 the time of year for budget preparation.

I served as primary liaison with the Carroll County Library Co-op, and filled in with the North Country Co-op and for Field Services Coordinator Katie McDonough with all of the other Co-ops in the state as requested for a total of 8 Co-op meetings. On two occasions I presented Co-op educational programs – on the reference interview and on library disaster planning.

I recorded 26 sessions of program planning, 20 of web site development, and created 21 handouts.

I taught three Modular Library courses: "The Reference Interview" in Franklin and in Sugar Hill, and "The Reference Answer" in Lancaster. As Coordinator, I attempted to visit each course taught by another instructor at least once – and succeeded in most cases.

I attended 13 continuing education opportunities, and in two cases tried something new for us – with permission of the presenters, I videotaped the program, and we were able to offer the tapes for loan to libraries for in-house continuing education. One program – “Privacy, The Patriot Act & Libraries”, cooperatively sponsored by GMILCS & SPIF, was added to the NHSL collection. The other video was made of the Trustees Workshop presented by the NH Department of Justice & Department of Revenue Administration. The sound quality was less than desirable, and although this tape has been copied and viewed by trustee boards, it will not be added to the collection. A remote mike is needed. The NHSL does not own videotaping equipment. I used equipment that I have purchased for this purpose, and in one case, a tripod borrowed from the State Librarian! I hope to be able to continue this new service.

Amongst the CE that I attended was Gates computer program training in Seattle, WA; the FSCS Library Statistics conference in Scottsdale, AZ; the State Libraries Continuing Education Coordinators Forum in Savannah, GA; “Outcome Based Evaluation” training by COSLINE in Bar Harbor, ME; and more OBE training by IMLS in Washington, DC. The OBE training in Maine was punctuated by a major coastal storm that knocked out power for several hours – the OBE training in DC was postponed from February to May by a major blizzard. Weather will not be the only “stormy” part of the implementation of Outcome Based Evaluation in many of our programs as we attempt to change from counting measures to demonstrating the life-changing outcomes that we will be asked to show as a result of our programs.

I compiled and maintained the content of the online Library Education Calendar (<http://webster.state.nh.us/nhsl/calendar/calendar.htm>), with material forwarded to Lorna Zorko of EGIR, who posts the material to the calendar program, as I am not allowed remote access to the calendar program.

I attended 25 committee meetings, and did much committee work by e-mail and phone. I served on the NH Library Association’s Continuing Education and Scholarship Committees, and the Reference and Adult Services (READS) Program Committee. In house, I served on the Customer Service Committee (a final recommendation was submitted to the State Librarian), the Reclassification Committee (work is still in slow progress after a hiatus of several months), and the New NHU-PAC Implementation Committee (which I presume has ceased to exist). I also attended 2 “Kids, Books & the Arts” performances & reported to Ann Hoey – and in one case discovered a great library meeting room which we later used for a Modular course (Sugar Hill).

I assisted with the redesign of the North Country van delivery route, and substituted for van driver Heather Miller on four occasions. Some time of each week is consumed by activities involved in the operation of the North Country Office – from ordering cases of paper to scheduling service and repair for LB3, from shoveling the doorway to an estimated 23 hours processing library materials, from handling ILL requests to taking phone messages.

Several library visits deserve brief note:

I consulted the The Effingham Town Library prior to a weeding project of excess materials accumulated over many years. They have hired a new librarian to catalog & organize the material, and increased hours to be of more service to the people of Effingham.

The Wolfeboro Public Library called on me to provide them with a half-day workshop on collection weeding for their staff, and lead their first half-day of a major collection evaluation and weeding project, which they pursued over the course of the year.

The Milan School Library requested an urgent visit to assist them with planning the layout of their new library when they found that, due to a budget shortfall, their spacious new library would have to be furnished with a variety of mismatched shelving from State Surplus & several other sources.

The trustees and librarian of the Errol Public Library requested that I meet with them to advise them on collection management issues.

I was asked to review the State Documents Depository collection at the Littleton Library and advise the State Librarian on their request to drop their Depository status.

After many years of working with the Hill Public Library, I was most pleased to represent the NHSL at the Grand Opening of their new large facility in the renovated school that is their new municipal building.

I hope that this report is helpful in describing many of my activities outside of the Modular Library Education Program and the Library Teleconferences.

MODULAR LIBRARY EDUCATION PROGRAM

Prepared by Thomas A. Ladd

The mission of this program is to provide affordable, practical library education to the members of the NH library community. The target audience includes both those with no professional library degree (MLS), and veteran librarians working in new areas and/or wishing to update their skills. Amongst the goals of the program are to bring courses geographically and financially within the reach of those needing them, to highlight NH specific aspects of librarianship, to promote a collegial sharing amongst the students, and to avoid duplicating courses already available.

The program is mandated to break even financially on actual expenditures, excluding the coordinator and administrative costs. Instructors are compensated based on the pay scale of adjunct instructors in the NH Community Technical College System and I evaluate their performance. NHSL Development Services staff teach as part of their jobs, and do not receive extra remuneration. We purchase the textbooks and loan them to the students for the duration of their course. NHSL instructional equipment is loaned out as available. We reimburse the host sites by giving them one free attendance at a modular course. The tuition for 9-hour modules remains at \$100.00 per student. In the last year we offered a 12-hour module at \$120.00 and a 7-hour module at \$80.00. The course hours are regularly evaluated along with the content, and adjustments made as appropriate.

We are able to run a course with as few as five students and meet expenses in most cases. This year "Programming for Children" ran successfully in the Fall – 9 students in Hampstead, yet when offered in the Spring, with the same instructor in Loudon, only one student registered. The "Descriptive Cataloging" course was successfully held in Hooksett. The succeeding modules "Analytical Cataloging" and "Classification," held at the same location and time, each had only one student enrolled necessitating cancellation. Three classes were cancelled due to low under-enrollment. This is an improvement from 5 cancelled classes last year. Of the 79 students who enrolled during this time only one failed to complete the course: 98.7% completion.

By library type, students came from:

84% public libraries

16% school libraries

In the coming year, we will attempt to reschedule the cataloging track classes and continue to try to meet the developing educational needs of New Hampshire's librarians. We are considering a "package deal" for some daytime cataloging modules in the Fall of 2003. Cataloging textbooks, and both Dewey & Sears books will need to be updated by Spring 2004, as new editions are coming out. This will be an added expense in the next fiscal year.

The scheduling of courses remains a major challenge. The coordination of instructors (most of whom are not NHSL staff) with the availability of sites at feasible days & times in desired geographic areas and with the availability of necessary materials, while avoiding major conflicts with other library programming is serious juggling act!

Instructors are recruited from throughout the profession, primarily in NH. A demonstrated knowledge of the subject area, experience, and an ability to teach are basic requirements. A willingness to offer back to the profession is also a necessity. Instructors are paid as independent contractors \$30.00./contact hour. We do pay mileage for instructors teaching outside their local area, but this does sometime restrict who teaches where. We owe great thanks to these librarians who are willing to share their expertise through teaching.

Courses offered:

Puppetry Programming (7 hour, 2 part course)

Spring, 2003,

Instructor: Joan Knight

New Hampton, Gordon NashLibrary

7 students completed the course

The Reference Interview (3 part course)

Fall 2002

Instructor: Thomas Ladd

Sugar Hill Public Library

5 students completed this course

Spring 2003

Instructor: Thomas Ladd

Franklin Public Library

7 students completed this course

The Reference Answer (3 part course)

Fall 2002

Instructor: Thomas Ladd

Lancaster, NHSL North Country Office

6 students completed this course

Juvenile Non-Fiction Collection Development and Management (3 part course)

Fall 2002

Instructor: Ann Hoey

Hudson – Presentation of Mary Academy

15 students completed this course

Spring 2002

Instructor: Ann Hoey

Walpole Town Library

6 students completed this course

Cataloging Overview (3 part course)

Spring 2003

Instructor: Linda Kepner

Hudson – Presentation of Mary Academy

12 students completed this course

Descriptive Cataloging (3 part course)

Fall 2002

Instructor: Linda Kepner

Hooksett Public Library

6 students completed this course

Programming for Children

Fall 2002

Instructor: Michael Sullivan

Hampstead Public Library

9 students completed this course

Budgeting for the NH Public Library (3 part course)

Fall 2002

Instructor: Shirley Barron

Bedford Public Library

6 students completed this course, with one incomplete

Three additional courses were scheduled, but cancelled due to insufficient enrollment. A minimum of five students are required to hold a course. These courses were:

- **Analytical Cataloging, Fall 2002**

Instructor: Linda Kepner,
Hooksett Public Library
cancelled with 1 student
enrolled.

- **Classification, Fall 2002**

Instructor: Linda Kepner,
Hooksett Public Library
cancelled with 1 student
enrolled

- **Programming for Children, Spring 2003**

Instructor: Michael Sullivan,
Loudon - Maxfield Public
Library
cancelled with 1 student
enrolled

Library Teleconferences in New Hampshire

The NH State Library again purchased a statewide license to bring to the state's library community national caliber speakers on topics of current interest to all libraries. These programs were presented free of charge at a number of sites statewide.

BUILDING ANOTHER BRIDGE: Equal Access to Technology for Special Populations

This workshop offered a practical, humanistic approach to providing access for special populations by providing specific information on how to bridge that divide for individuals challenged in ways that we CAN accommodate if we have the requisite insight, persistence, compassion, and knowledge.

EFFECTIVE WEB DESIGN: a Fresh Look

Experts presented and discussed user-centered design benchmarks, practical usability testing techniques, the do's and don'ts of writing for the Web, and targeting search results for the user while providing for efficient site management.

SAFEGUARDING OUR PATRONS' PRIVACY: What Every Librarian Needs to Know about the USA PATRIOT Act & Related Anti-Terrorism Measures

This teleconference provided libraries and their governing institutions with an analysis of the implications of the recent anti-terrorism measures by identifying steps institutions need to take to comply. Panelists addressed the key legal issues and policy implications for libraries as well as the impact of legislative and regulatory proposals on the privacy and First Amendment rights of library users.

TIME MANAGEMENT: Getting Things Done

This session explored practical techniques for managing your work by offering a wide range of suggestions for more effective use of time such as how to negotiate deadlines and work assignments, be more realistic about the time available, and maintain a balance between work and home.

LIBRARY SUPPORT STAFF SOAR TO GREAT HEIGHTS: How library workers give back

This program focused specifically on library support staff and what they are already doing to enhance their jobs, their skills, their libraries, their attitudes, and their relationships with patrons, students, or co-workers.

The State Library would like to thank the following venues for their participation in these programs:

BERLIN - NH Community Technical College
Library

LITTLETON - Littleton Regional Hospital

CLAREMONT - Sugar River Valley Regional
Technical Center

NASHUA - Nashua Public Library

RINDGE - Franklin Pierce College Library

LACONIA - Lakes Region General Hospital

STRATHAM - NH Community Technical College

Technical Services Section Annual report for FY 2002/2003.

Submitted by Eleanor O'Donnell

Technical Services Section was very busy this year preparing for the migration of records from the Galaxy online database to a new system. Many of the bibliographic records in the online database needed to be cleaned up before adding them to a new automated system. We also added 10,000 new bibliographic records to the Galaxy online database for older items whose catalog records were in the library's card catalog. In December 2002, we sent a test database of our records from Galaxy to the new vendor Dynix (formerly EpixTech) to put in their Horizon system. One of our staff, Sarah, chaired the Dynix Horizon State Library Database Implementation Committee and worked closely with the technical staff at Dynix setting up parameters for the State Library's database. We visited other libraries using the Dynix system to see how it worked and to get an idea of workflow. However, we were not able to see the Serials module, or Acquisitions module in action, as the other libraries had not purchased those functions. In June 2003, a representative from Dynix came to the library to train staff on how to use their system.

Cataloging

As in any library, the Technical Services Section is continuously busy ordering, receiving, cataloging, and repairing books and other media. In addition to processing new titles, the Section was involved in cataloging several special collections, including collections for the Last Copy Center, the New Hampshire Political Library, Best Schools Initiative, Family Resource Connection, the Children's Historical Collection and books and videos for the Library Services to Persons with Disabilities Section.

Budget

The acquisitions budget allocated for FY 2002/2003 was \$20,000 less than the previous year. At the beginning of the new fiscal, the Collection Development Committee looked at the standing order titles that the library purchases each year to provide information to the citizens of the state. The cost of these titles increases approximately 10% each year, while we have less money to pay for them. Therefore, the decision was made to cut several of these reference items from our standing order budget. We also bought fewer monograph titles during FY 2002/2003.

During this fiscal we purchased 1946 items, and received 2541 gifts, which included New Hampshire state publications and U.S. depository documents.

State Depository Library Program: Distribution of New Hampshire documents

The State Depository Library Program was established in 1973 by the state legislature to ensure that the public has access to its Government's information. The State Library is a depository for printed publications issued by all state agencies and designated legislative publications. These print publications include any document, compilation, register, pamphlet, list, book, report, memorandum, hearing, leaflet, order, regulation, directory, periodical, or serial issued by state constitutional officers, or any department, division, commission or other agency of the state. All executive agencies of the state government are required by law (RSA 202-B) to provide the State Library with 25 copies for the depository. In addition to the three copies housed at the State Library, copies are sent to 21 depository site libraries throughout New Hampshire and one copy goes to the Library of Congress. Each library provides local, no-fee access to government information in all formats as part of the reference and information services provided to the public. Technical Services is also responsible for sending out the New Hampshire Session Laws to state agencies, libraries on the Gift and Exchange Program, and to those public libraries and town clerks who request them. "

During the year 407 titles were distributed. Of these 42 were new titles. Each year we receive fewer state documents in print format. State agencies now send some documents in CD-ROM format instead of paper. Many documents are published on the agencies' websites, but we are not always made aware of these documents. Technical Services Section is also responsible for distributing to New Hampshire state agencies, public libraries, town offices, and gift and exchange program libraries copies of the bound session laws. 467 copies were sent out this fiscal year. 33 copies of the New Hampshire RSA's and supplementary volumes were sent to libraries on the Gift & Exchange Program.

FDLP Program

The Federal Depository Library Program (FDLP) was established by Congress to ensure that the American public has access to its Government's information. The New Hampshire State Library receives government information at no cost from the Government Printing Office as part of this program. The library provides local, no-fee access to government information in all formats as part of the reference and information services provided to the public. government information in all formats in an impartial environment with professional assistance. Technical Services continues to have responsibility for checking in and processing the federal documents received on deposit

Staff

Members of staff were involved with various committees, which included the Automation, Safety, Weeding, Preservation, Historical Children's Collection, and Horizon Implementation Committees. The Supervisor of the section acts as coordinator of the Collection Development Committee and monitors the Acquisitions budget.

The Historical Children's Collection Committee decided to change the focus of the collection to keep books only related to New Hampshire. One of the Technical Services staff worked on identifying items in the collection written or illustrated by New Hampshire residents. These books were relocated into another area until a decision was made on what to do with the rest of the collection. One suggestion was to find another library in the state that would take these books.

Two of the staff lost a parent on the same day, September 24. Diane's mother and Sally's father passed away that day.

Training and Education

Sarah and Eleanor attended the NH Libraries Conference in Manchester in Spring 2003.

In November 2002 Diane and Eleanor went to a NELINET conference on outsourcing in Technical Services.

Aline attended a workshop on basic book repair in October 2002.

In December 2002 all the staff attended NHU-PAC training at the State Library.

Sarah had Dynix Horizon Training via Webex with EpixTech.

In June 2003 all Technical Services staff had training on the State Library Horizon system.

Printing

Clint's printing jobs this year have included Granite Bits, Issues and Trends, New Hampshire Laws Supplements, and the Inaugural Poem. He has printed bibliographies for FRC, Library Services to the Disabled, along with Children's Book Review lists, WPA Art Exhibit information sheets, and Quebec Delegation invitations, NHU-PAC training forms and schedules, NHSL bookmarks and other in-house printing needs.

Electronic and Government Information Resources Section (EGIR)

Submitted by Diana Degen

Webster

New Hampshire's State Website, known as [Webster: New Hampshire State Government Online](#), provides citizens with a one-stop approach to locate information from and about the state of New Hampshire. Webster makes it possible for citizens who do not understand the bureaucracy surrounding government to easily locate state information and resources. This citizen's portal is organized around how a person interacts with government rather than by department hierarchy.

Webster welcomes more than 500,000 virtual visitors to our site every month. Those visitors view more than 6 million pages containing state government information and resources.

Web Site Development

The State Library provided assistance to New Hampshire State agencies in web site development. EGIR staff members provided development, consultant, hosting and maintenance services to personnel from other State departments, agencies, boards and commissions regarding their web sites.

In FY03, the State Library completed an infrastructure upgrade for the server that supports Webster. The new hardware and software will provide a more robust computing environment and is designed to provide more sophisticated business continuity and disaster recovery provisions than the existing infrastructure.

EGIR staff provided web site maintenance services for more than 40 state agencies and the current infrastructure currently hosts more than 65 web sites for state agencies. In addition, EGIR staff developed database applications to make it easy for people to locate information from state agencies. These included a Business Name Look Up directory for the Secretary of State, an online registry of sex offenders and a vanity license plate search, both for the Department of Safety.

With the establishment of the Office of Information Technology, the staff members of EGIR whose positions were classified as technology positions were moved to that office. This new Web Development Team (that includes additional staff from other agencies) will continue to develop web sites and work with state agencies on their web sites.

E-Rate Discounts & Technology Planning

New Hampshire schools and libraries are eligible for discounts of 20%-90% on telecommunications services, internal connections, and Internet Access.

As the certifying authority for technology plan approval through the E-Rate Program, The State Library stands ready to assist libraries applying for this federal program, and provides a manual entitled [Writing A Library Technology Plan: Assistance For New Hampshire Libraries](#) available at <http://www.state.nh.us/nhsl/egir/erate.html>

Further Information about the E-Rate program may be obtained at <http://www.sl.universalservice.org/>

Patent & Trademark Depository

As a Patent and Trademark Depository Library (PTDL), the New Hampshire State Library is part of a nationwide system of libraries that has been designated by the U.S. Patent and Trademark Office (PTO) to collect and make available patent and trademark information.

Online Databases

NHewLINK is the statewide database licensing project. The State Library provides access to a variety of information resources. There are materials available for all age groups and interests. The resources available have been selected by New Hampshire librarians to meet the information needs of all age groups. In addition to in library use (public and school), most of the databases are also available to use at home.

NHewLINK is fully funded by the state library so there is no impact to local budgets. Providing these resources free of charge to more than 700 libraries and schools state-wide ensures that reliable and up to date information is equally available to everyone at a much better value for the dollar.

NHewLINK Database Statistics

AncestryPlus: Provided to Public Libraries for in-house use.

Ancestry Statistics Summary												
	Aug 02	Sept 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	Mar 03	Apr 03	May 03	June 03	Total
Sessions	288	437	383	289	316	414	679	561	973	1010	1013	6363
Pages Viewed	3975	8439	7122	11366	9537	6634	10338	9332	25110	36695	30,563	159111

EBSCOhost: Provided to Public Libraries and Public Schools, as well as additional NHAIS libraries, for in-house and remote use.

	Jul 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	Mar 03	Apr 03	May 03	Jun 03	Total
Logins	5882	5597	16828	27658	25167	17487	24016	23483	27840	43576	19832	9152	246518
Searches	17464	11643	49644	94720	83231	51547	64484	64477	83625	126545	55491	27178	730049

NewsBank-The Union Leader and NH Sunday News: Provided to Public Libraries and Public Schools, as well as additional NHAIS libraries, for in-house and remote use.

	Nov 02	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	June 03	Total
Searches	2118	4180	2972	2720	3638	3960	2946	1546	24080

OCLC'S FirstSearch: WorlCAT is available for in-house use to Public Libraries and Public High Schools.

Public Library:	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
Authorizations	48	47	51	48	61	45	49	54	53	53	55	50	614
Sessions	724	770	867	1067	965	821	1055	1125	2028	1150	1154	961	12687
Searches	1802	1974	2135	2153	2274	2655	2537	2613	3413	2688	2968	2037	29249

School Library:	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
Authorizations	4	6	18	15	27	16	15	12	16	10	14	8	161
Sessions	8	23	102	148	131	77	194	55	122	82	56	37	1035
Searches	14	88	189	378	569	242	812	154	244	206	169	230	3295

NH State Library:	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
Authorizations	1	1	1	2	1	1	2	1	1	2	1	1	15
Sessions	93	105	92	68	53	74	120	105	92	83	99	70	1054
Searches	168	236	154	125	141	190	243	324	217	203	208	164	2373

Workshops and Training Programs

EGIR continues to offer to all New Hampshire librarians a wide range of workshops. Designed to improve the electronic literacy skills of NH librarians, topics covered included select Internet resources and databases provided by NHewLINK. Workshops were held at the State Library's computer lab. Workshops were also provided at local libraries and schools upon request as well as coops and other library meetings. More than 25 workshops provided over 200 librarians with the skills required to use electronic resources more effectively.

Workshops Fall 2002-Spring2003

EBSCOhost Administration	NH Newspapers Online	Ancestry Plus	OCLC's WorldCAT
EBSCOhost Searching	Library Literature Online	Consumer Health	American Factfinder